

Michigan Trial Court Public Satisfaction Survey Results

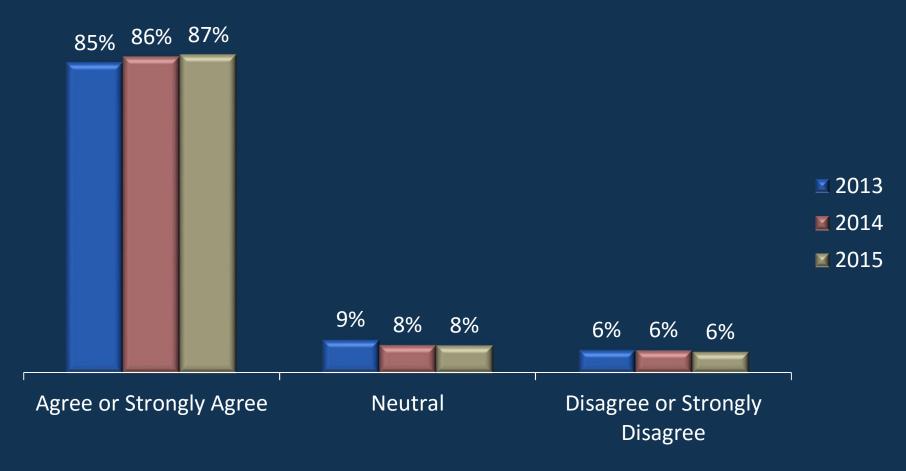
January 2016

The Public is Satisfied

Court users continue to be highly satisfied with their experience in Michigan's trial courts.

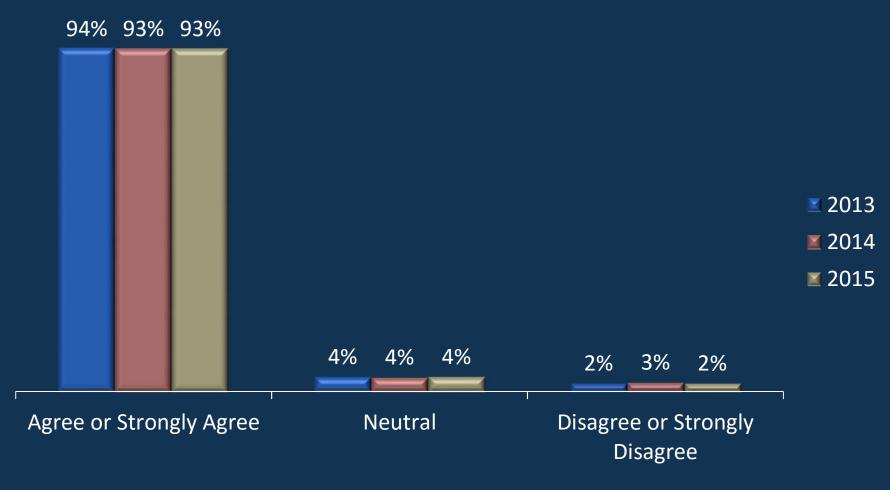
21,000 surveys in 2013 and 26,000 surveys in 2014 and 25,000 surveys in 2015 indicate high levels of public satisfaction.

I was able to get my court business done in a reasonable amount of time today.



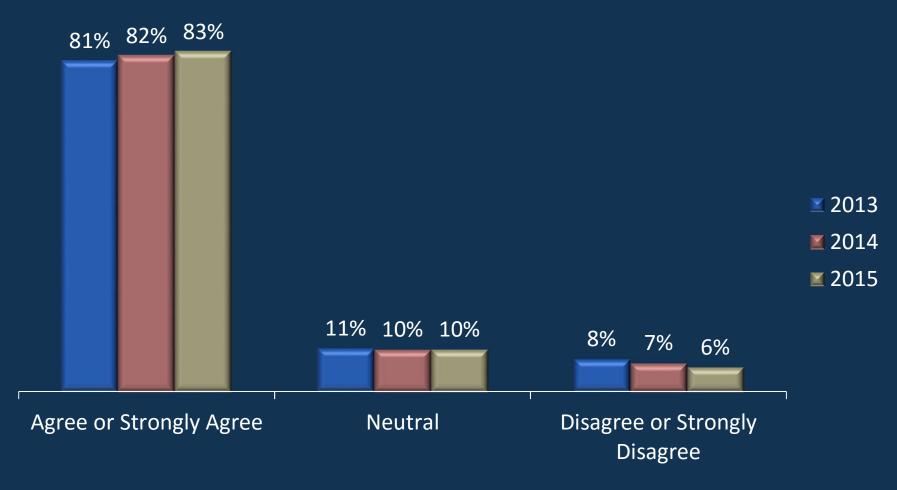
Of the people who responded to this question in 2015, 87% were able to get their business done in a reasonable amount of time.

I was treated with courtesy and respect by court staff.



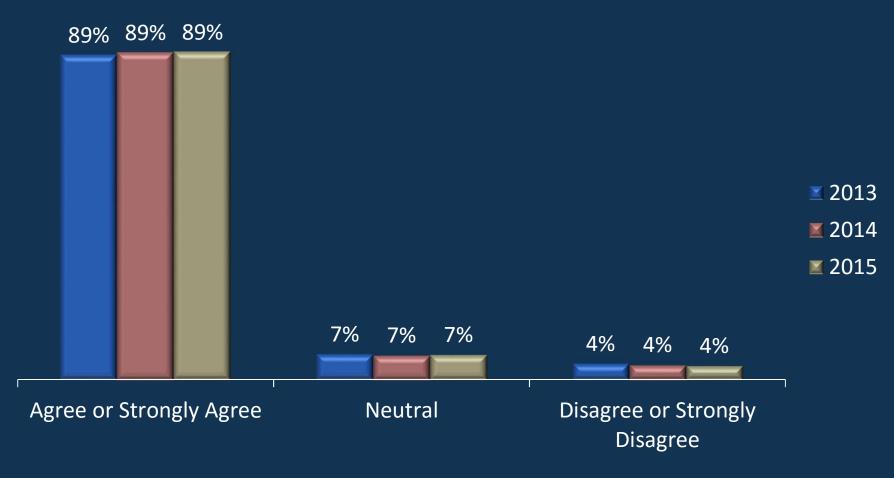
Of the people who responded to this question in 2015, 93% said they were treated with courtesy and respect.

The way the case was handled was fair.



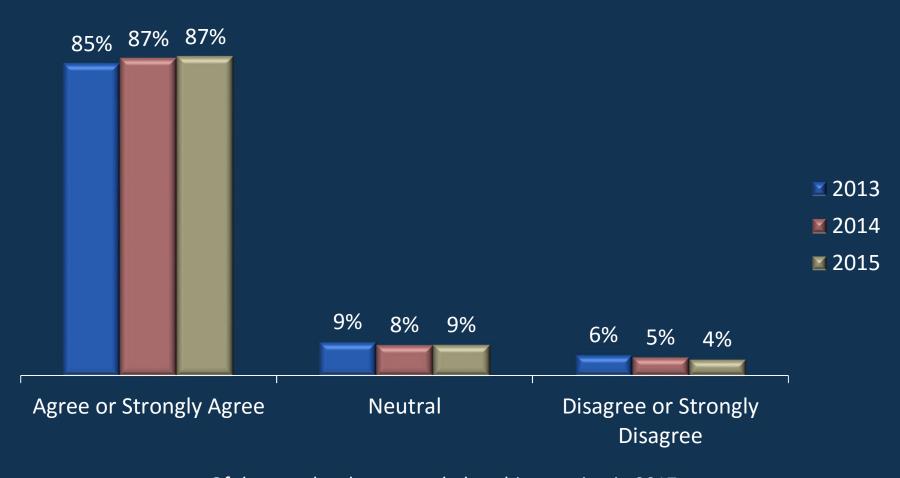
Of the people who responded to this question in 2015, 83% thought their case was handled fairly.

The judge/magistrate/referee treated everyone with courtesy and respect.



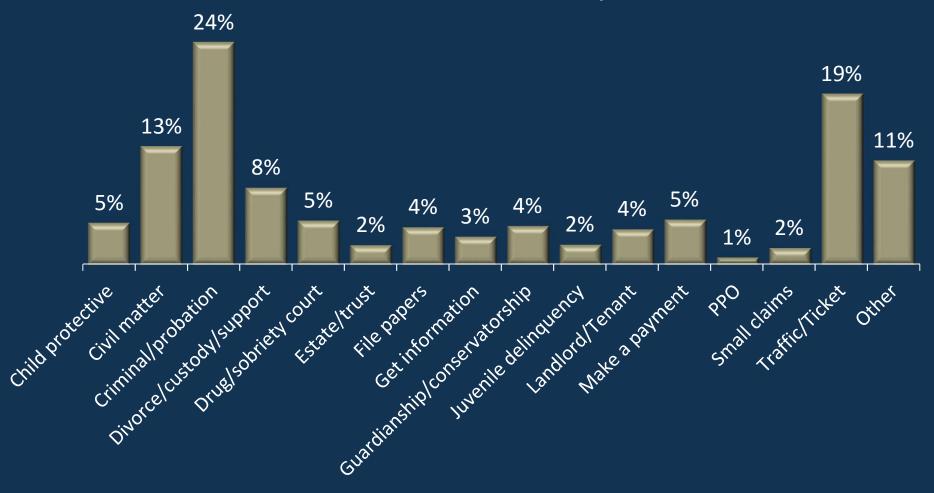
Of the people who responded to this question in 2015, 89% said everyone was treated with courtesy and respect.

As I leave the court, I understand what happened in my case.



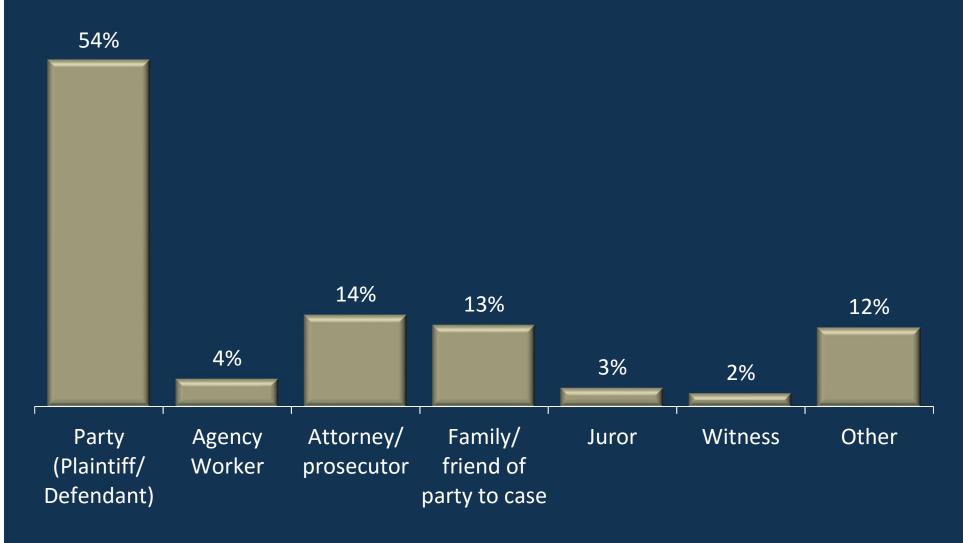
Of the people who responded to this question in 2017, 87% said they understood what happened in their case.

What type of case brought you to the courthouse today?



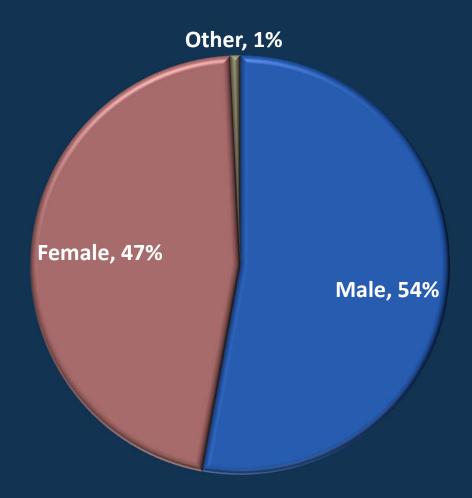
Of the people who responded to this question in 2015, 24% were at the courthouse for a criminal case and/or probation. The percentages will not sum to 100% because people could and did select more than one response.

Who are you?



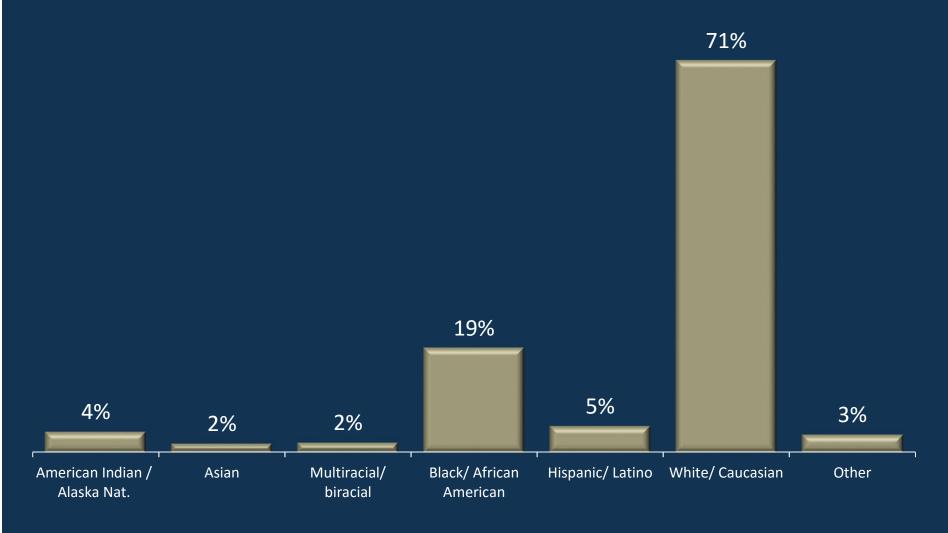
Of the people who responded to this question in 2015, 54% were a party to a case. The percentages will not sum to 100% because people could and did select more than one response.

What is your gender?



Of the people who responded to this question in 2015, 54% selected male. The percentages will not sum to 100% because people could and did select more than one response.

How do you identify yourself?



Of the people who responded to this question in 2015, 71% were white. The percentages will not sum to 100% because people could and did select more than one response.